

CMS Upgrade to the CMSNet Juniper Client

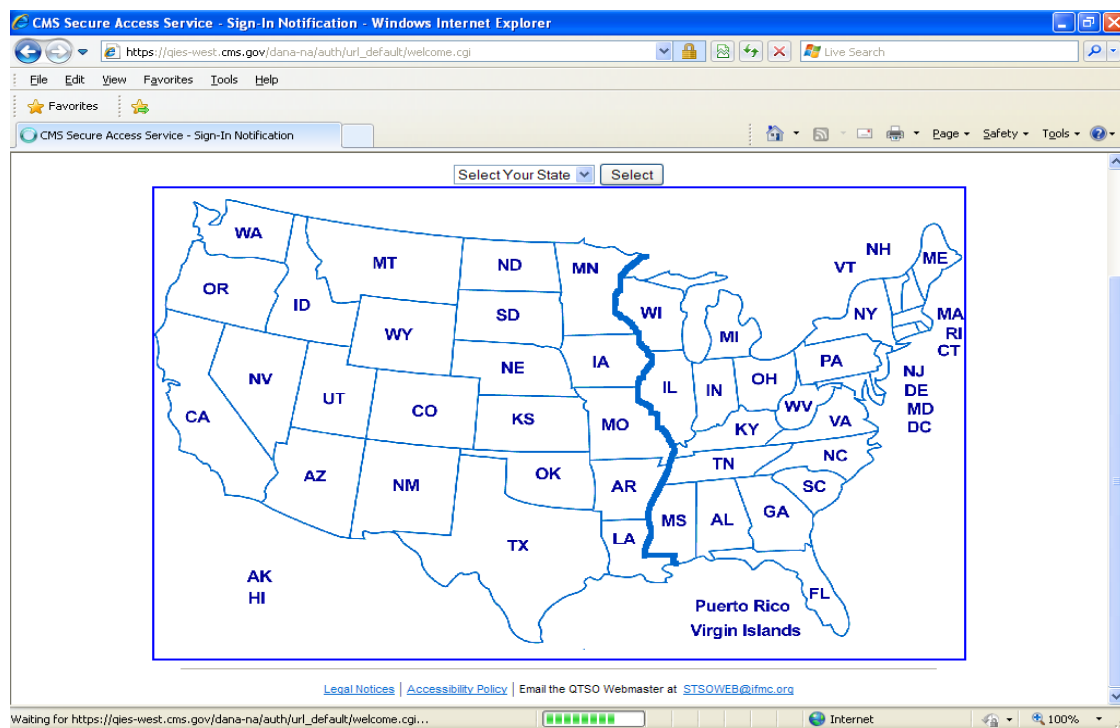
Notice: PLEASE STOP AND READ THIS NOTIFICATION IN ITS ENTIRETY

Note: It is imperative that either you have Admin rights on your workstation or that you have an IT staff member with Admin rights to assist during the next time you login following the upgrade.

{For instructions on checking your Administrative Rights – please check the FAQ (Frequently Asked Questions) at https://www.qtso.com/download/CMSNet_FAQ.pdf }

This is notification that there will be a CMS upgrade to the CMSNet Juniper Client currently used by the QIES user groups who remotely log into CMSNet for required reporting. This will be done in two phases. Once the CMSNet upgrades have completed the Juniper client will start an automatic software update to the Juniper client on the user's workstation. All users accessing states east of the Mississippi (see Fig. 1) will automatically have their CMSNet Juniper Clients upgraded on or after 8/17/2013. Two weeks later on 8/31/2013 all users accessing states west of the Mississippi will have their upgrades started. The upgrade is automatic and will take effect the next time you attempt to access the CMS-Juniper client following the upgrade.

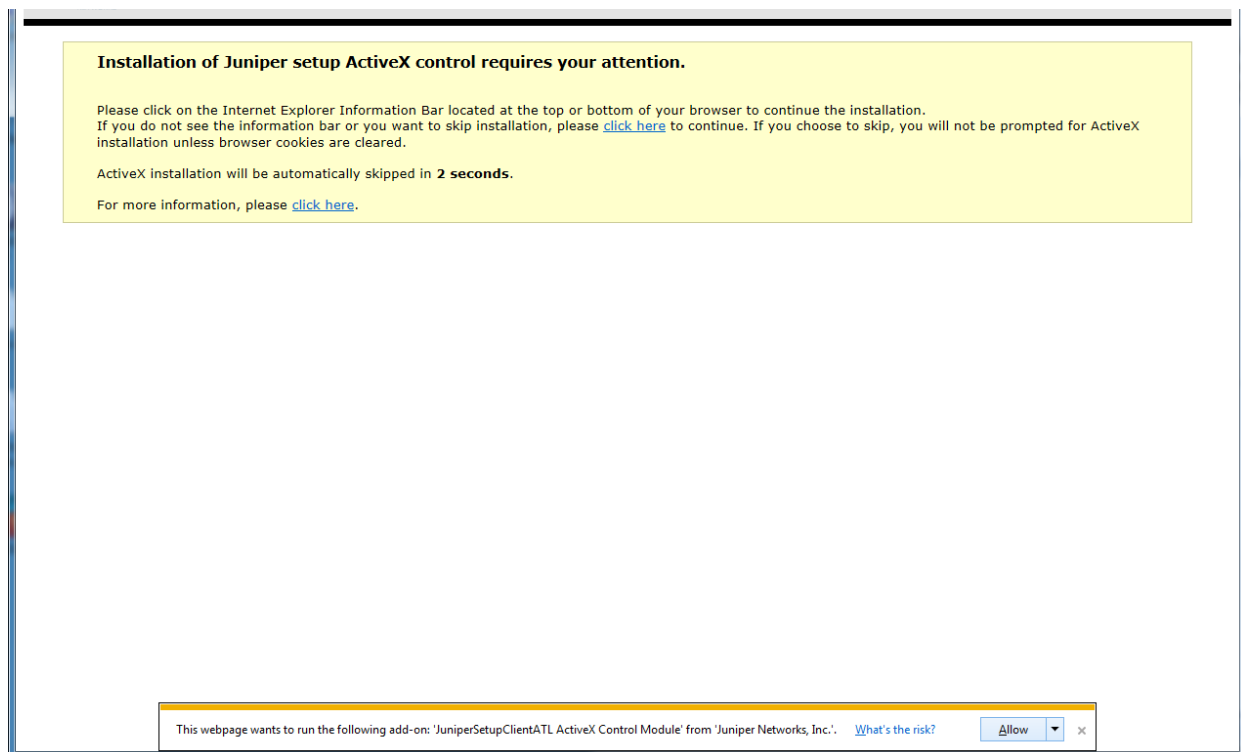
(FIG. 1)



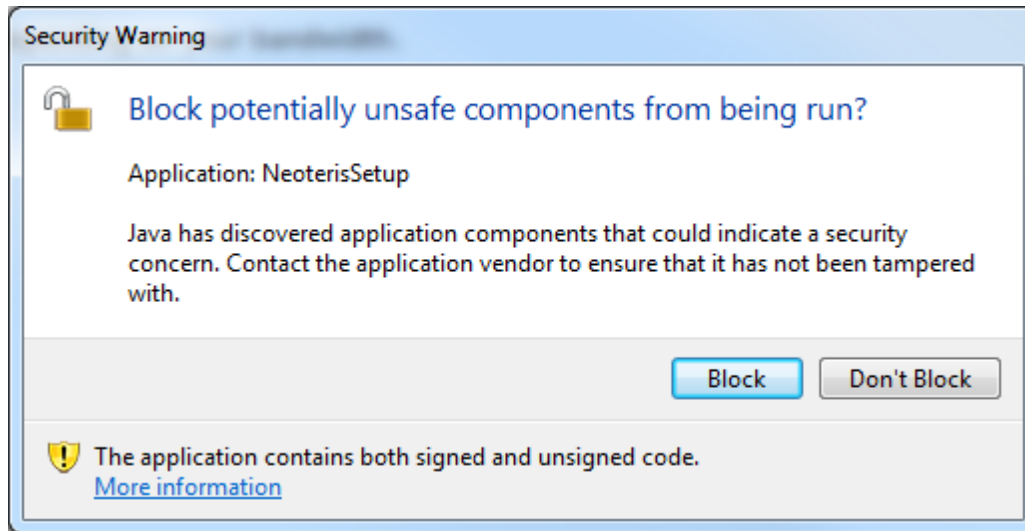
How will it work:

Your CMSNet Juniper Gateway resides in two areas, East and West. The Juniper Gateway in the East will be upgraded first. Once the Juniper Gateway is upgraded, all users attempting to access a state site through the East Gateway will get an automatic push across their work station of the CMSNet Juniper Client. Below is a series of screenshots that you can expect to see provided Admin rights are on the work-station.

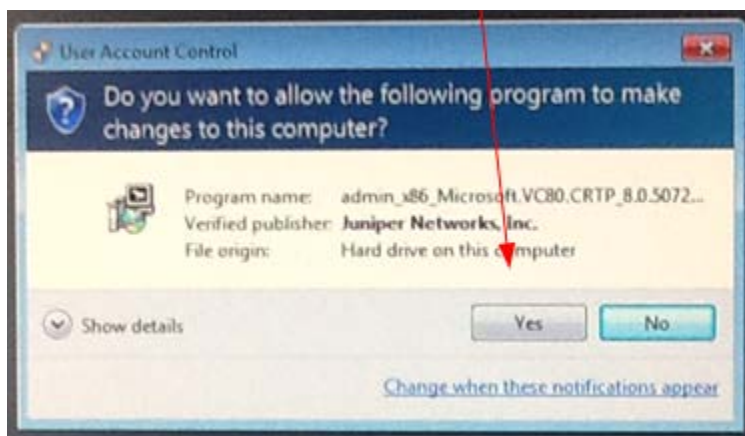
When you connect to the SSL VPN after the upgrade, you may be required to accept certain prompts depending on how your windows system is set up. The following should cover the scenarios involved in this process.



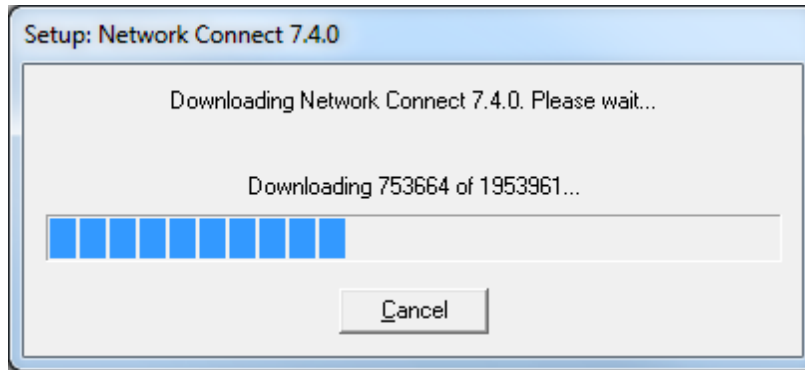
If you see a prompt to install ActiveX control, select "Allow".



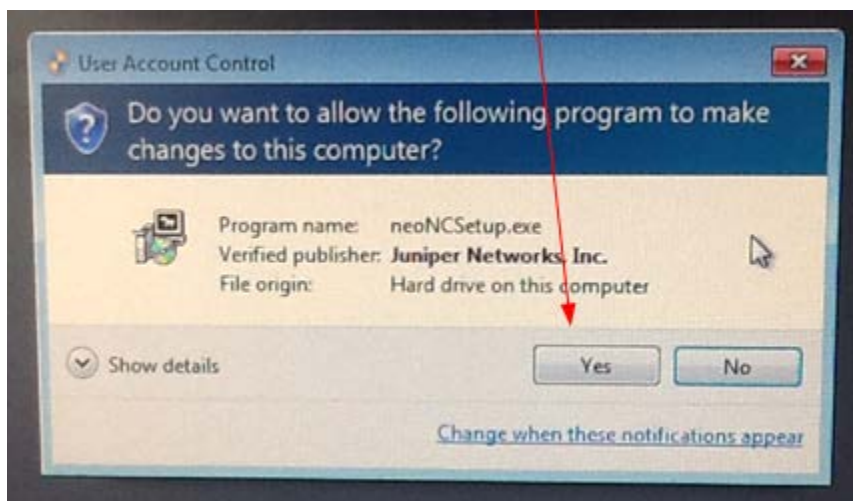
If you receive a security warning asking if you want to “Block potentially unsafe components from being run?” select “Don’t Block”.



Depending on your Windows security settings, you may see this prompt for VC80 CRTP asking “Do you want to allow the following program to make changes to this computer?”. Select “Yes”.



A progress bar will display the status of the download.



Depending on your Windows security settings, you may see a User Account Control prompt for neoNCSetup.exe, asking if “you want to allow the following program to make changes to this computer”. Select “Yes”.

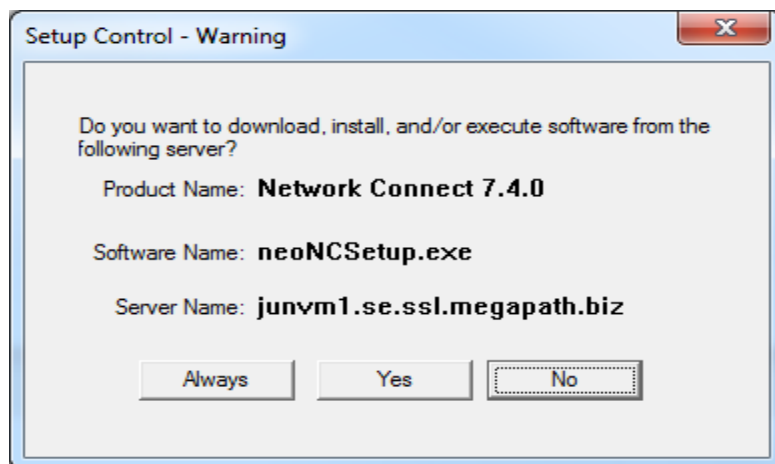


A status message will display instructing you to wait while Network Connect is launched and Setup Network Connect 7.4.0 is installed.

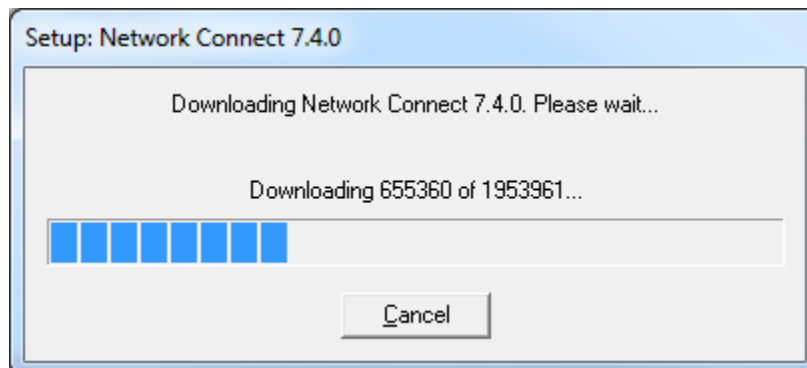
Notice:

If you see the following messages, or similar messages it indicates that you may not have Admin rights on your work-station and you'll need to contact your system administrator before proceeding.

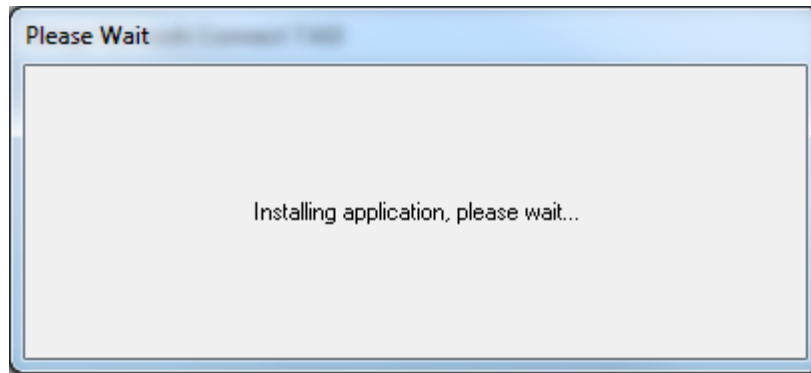
Testing with a Windows 7 image, if a user does not have local administrator rights, they will still see the same types of prompts but eventually they will be prompted to enter administrator credentials such as in this example below you see a prompt for "User Account Control". If you fail to provide credentials or the system simply does not allow for the prompt at all, the user should then see a Juniper Setup Client pop-up window stating "you need to accept the elevation prompt to run the application" and the Juniper Network Connect agent is not installed.



Setup Control – Warning asks if you want to download, install and / or execute software from the following server?



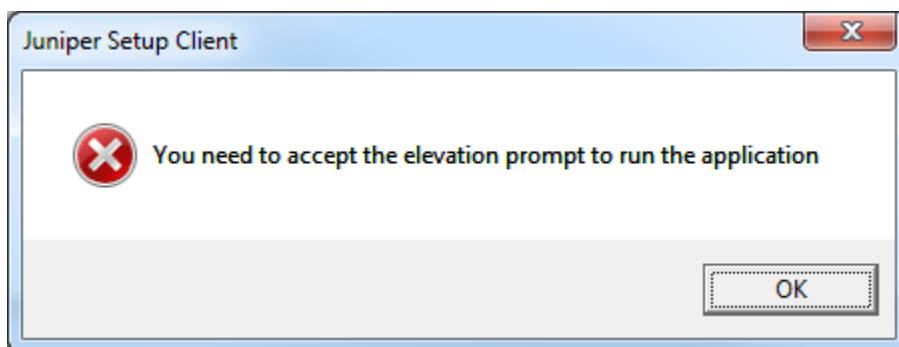
A progress bar will display the status of the download.



An installation in progress message may display.



If the user does not have admin rights a User Account Control prompt will ask for an administrator password.



When failing to provide administrator credentials or simply not having the elevated privileges, the Juniper Setup Client pop-up notification happens per the below and the user never successfully installs the Network Connect client.

Temporary Work-around (Will only be available until the West Gateway is upgraded)

There is a work-around for the users being upgraded from the East or first Gateway. Following the upgrade date any user trying to access a state from the East will be automatically pushed to the new Juniper Client. The work-around for the East users will be to go through the West Gateway until the local Admin can assist with the upgrade. Follow the steps below:

- 1) Do not go to your bookmarked State page
- 2) In your browser type: <https://qies-west.cms.gov> and hit enter
- 3) You will be prompted to login and then you'll see your state's bookmark

Be sure to have your system upgraded prior to the West upgrade as this work-around will no longer work once the West has been upgraded.

Note: When you are ready to upgrade, ensure that you are going back through the East, by either using your original state bookmark or entering the following into your browser: <https://qies-east.cms.gov>

Notice to West Gateway users: there is no work-around after the East and West Gateways are completed, but you can have the upgrade completed after the East Gateway is upgraded by doing the following (ensure that IT staff with admin rights or admin credentials is available to the end-user)

- 1) Do not go to your bookmarked State page
- 2) In your browser type: <https://qies-east.cms.gov> and enter
- 3) You will be prompted to login and then the new Juniper Client will be downloaded
- 4) You'll need to come through the East gateway once the Juniper Client has been pushed until after the West has been upgraded.

If you experience any issue with connectivity, be certain you have contacted your local Administrator first and notify them of these changes. If you are still having issues have your Administrator contact the helpdesk at 888-238-2122.